

Guidelines for Development of a Hospice Organization

1. Appoint Governing Body.
2. Establish the interdisciplinary group - composed of at least a physician, a registered nurse, a social worker, and a spiritual counselor.
3. Appoint a registered nurse to coordinate the implementation of the plan of care.
4. Select a medical director.
5. Develop volunteer program, including recruitment, orientation and on-going training.
6. Develop budget and records of cost savings (from use of volunteers).
7. Develop orientation and inservice plan for all staff.
8. Develop bylaws, policies, procedure manuals.
9. Develop job descriptions for all personnel.
10. Develop contracts for inpatient care and any contractual services including medical director.
11. Develop patient consent form.
12. Develop quality assurance program.
13. Develop patient record system.
14. Obtain governing body approval of all aspects of agency operation.
15. Request phone consultation from state agency as needed prior to certification visits.
16. Submit all contracts, patient consent form and policy manual for review along with application papers and certification fee to Missouri Department of Health and Senior Services, Unit of Home Care and Rehabilitative Standards. **Approval of policy manual by state survey agency must be obtained prior to developing a caseload.**
17. Develop a caseload of three patients on service at least three weeks. (You are not allowed to bill Medicare/Medicaid eligible patients prior to survey date).
18. Unscheduled certification survey by state agency will include home visits to appropriate clients.